

Frequently Asked Questions

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1) What can I expect from my visit at the Bastogne War Museum?

3 unique visitor experiences

1) Bastogne War Museum

Located close to the famous Mardasson Memorial, the Bastogne War Museum is the principal memorial dedicated to the Second World War in the Ardennes and Belgium. It offers a particular emphasis on the Battle of the Bulge.

The route through the exhibition is punctuated with interactive terminals designed for school students and young people. Guided activities on various themes are available on reservation. Some objects are chosen for their ability to demonstrate the « small » history of the individual while also demonstrating the « great » history of a people.

2) Bastogne War Rooms

The Bastogne War Rooms, an iconic location from World War II, house the McAuliffe's historical cellar where on December 22, 1944, Brigadier General McAuliffe of the 101st Airborne Division uttered his famous "NUTS" in response to the surrender request from German forces besieging the town of Bastogne.

This response boosted the morale of the American defenders of Bastogne, turning the city and its garrison into a symbol of resistance against the last major German offensive of the war.

Through immersive scenographic techniques, the Bastogne War Rooms will immerse visitors in an educational journey, a true historical reconstruction of the pivotal moments that occurred at this site, including the iconic "NUTS" scene.

The Bastogne War Rooms thus constitute an ideal complement to the offerings of the Bastogne War Museum and Bois Jacques.

3) Bois Jacques

Discover the remnants of the Bois Jacques battlefield through an augmented reality mobile application.

Thanks to this immersive experience, share the daily life of Easy Company's G.I.'s living underground in the foxholes.

2) How long does the visit last?

Our « Full experience » pack combines 3 different sites

- 1) The **Bastogne War Museum** (Indoor) takes about 2h30 (for the museum and Generations 45) to visit.
- 2) The **Bois Jacques** (Outdoor), on the Battlefield, 4km from the museum, takes around 30 minutes to visit.
- 3) The **Bastogne War Rooms** (Indoor), in the McAuliffe Cellar, on the site of the old military base, a few km from the museum (Rue de La Roche, 38D) takes about 1 hour to visit.

3) Where can I get my tickets?

- On our website : <https://www.bastognewarmuseum.be/en/tickets-en/>
- At the reception. Please note that without online tickets your access to the museum is not guaranteed because it is subject to capacity.

4) Do I have to buy my ticket in advance?

Online booking is not compulsory but strongly recommended. If you indeed get your ticket in the museum, we will do our best to welcome you within the limits of the museum's capacity. Your entry is therefore not guaranteed without a pre-booked ticket, especially on weekends, public holidays and school holidays.

5) Do I have to print my tickets?

You can print them, but it is not necessary. You can also have them on your smartphone.

6) Are pets allowed?

Pets are not allowed in the Museum (except for assistance dogs who are welcome). But pets are allowed in the shop and the Bistrot de la Paix.

7) What happens if I am late?

If you are late, our team will gladly welcome you within the limits of the museum's capacity.

8) How far in advance do I need to arrive?

You can arrive at the time slot you chose. For example, if your chosen time is from 10am to 10:30am, you have 30 minutes to arrive. Coming early is not necessary.

9) What is the minimum age required?

The experience is accessible to everyone.

Children under 12 must be accompanied by an adult with a valid ticket.

10) Are there any toilets ?

Yes.

11) Are there any lockers?

A limited number of lockers are available. There is a €1 deposit that you get back after your visit.

For bulkier luggage or objects, there are bigger lockers behind the Welcome Desk.

Big trunks are available for school groups.

12) Is there any place to eat and drink on site?

The Bastogne War Museum includes the Bistrot de la Paix, open during the museum opening hours.

With an elegant view on the Mardasson Memorial, it's an ideal location for a gourmet meal or simply a light lunch. In fine weather, the spacious sun-filled terrace is a pleasure.

In case you want to have a meal, our " Bistrot de la Paix " offers various menus for groups on reservation.

13) Is there a shop in the museum?

The Bastogne War Museum contains a shop dedicated to books and souvenirs on the theme of the Second World War and the Battle of the Bulge.

Books in several languages are available: research works, novels, comics – there is something for everyone. The shop is the perfect opportunity to broaden your knowledge on the subject!

It also offers a wide range of regional products and souvenirs, including textiles, jewelry and accessories.

The shop is open during museum visiting hours.

14) Can I smoke or vape?

No, it is not allowed. Except on the terrasse of the Bistrot de la Paix.

15) Is there a parking lot nearby?

Yes! There is a parking lot in front of each location. The town's parking in front of the museum is paying (€5 per day). The first 20 minutes are free. The parking lot has spots for people with reduced mobility, for coaches, as well as motorbikes. It is, however, not suited to mobile homes.

16) Can I get to the Bastogne War Museum by public transportation?

Closest railway station: Libramont.

Then, to continue towards the Bastogne War Museum (terminus) take the bus line 6.

Bastogne is also connected by the following public transport lines: Line 1: Marche; Line 17: Houffalize; Line 1011: Liège; Line 80: Luxembourg; Line 89: Vielsalm; Line 88: Namur; Ligne 163C: Gouvy; Line 163D : Gouvy; Line 413: Neufchâteau and Line 857: Wiltz (stop Place Patton and Rue de Marche (close to the Marsipulami friterie). Other lines stop at Gare du Nord and Gare du Sud.

For further information and timetables go to the website of the Opérateur du Transport de Wallonie (OTW): www.infotec.be

17) Can I use my camera/take pictures during my visit?

You can indeed take pictures. Please make sure that your flash is turned off and to respect the other visitors.

18) Is the Bastogne War Museum outdoors or indoors?

The Bastogne War Museum and the Bastogne War Rooms are indoors and the Bois Jacques is outdoors on the battlefield.

19) Where is the Bastogne War Museum located?

- The **Bastogne War Museum** is located near the Memorial of the Mardasson (Colline du Mardasson, 5) in Bastogne.
- The **Bois Jacques** is outdoors on the battlefield.
- The **Bastogne War Rooms** are located in the McAuliffe Cellar, on the site of the old military base, a few km from the museum (Rue de La Roche, 38D).

20) What should I do if I have any questions regarding accessibility or special accommodation?

If you have any additional questions, please contact us by email (info@bastognewarmuseum.be) or by telephone (+32 61 21 02 20).

Are the Bastogne War Museum and Bastogne War Rooms accessible to PRM (persons with reduced mobility)?

Yes.

The Bastogne War Museum's reception areas (entrance, shop, restrooms) are accessible through the main entrance. From there, the visit route is accessible via a specific elevator.

Don't hesitate to call the Bastogne War Museum reception for assistance - +32 61 21 02 20.

22) Are there any wheelchairs available on site?

Yes, a wheelchair is available. Don't hesitate to ask our team members.

23) Is the Bois Jacques accessible to PRM (persons with reduced mobility)?

The Bois Jacques is accessible to PRM and persons with a stroller. There is an adapted gate that can be opened from afar by our colleagues at the Welcome Desk. You can reach out to them by using the speaker on the gate. However, the trails leading to the foxholes can be unpractical for a stroller or a wheelchair.

24) Are guide dogs allowed?

Yes, they are.

25) Do you have any preferential rates for groups?

Yes, there are preferential rates for school groups and adult groups of min. 20 people.

To book a group visit, please contact the booking service at info@bastognewarmuseum.be.

26) How can I offer a ticket for Bastogne War Museum as a gift?

You can indeed offer a ticket for the Bastogne War Museum as a gift to your loved ones. To do so, you may send an email to shop@bastognewarmuseum.be

27) Can I do a shoot or a photoshoot at the Bastogne War Museum?

Prior written permission is required for film shoots and photoshoots. Requests may be emailed to info@bastognewarmuseum.be.

28) What is your refund/exchange policy?

Tickets are non-refundable. Terms and conditions of non-refundability are accepted before the purchase. In specific circumstances, we can help you reschedule your tickets to another available time slot. Please contact us for more information. Prepare your ticket number (ticket ID).